



# IM Agent Manager

Enabling secure business services over instant messaging

# Agenda

- Introduction to Semaphore
- IM Agent Manager
  - Case study: GEA Niro
  - What is IM Agent Manager
  - Examples
  - Benefits
  - Technical info
- Other Sametime add ons
  - IM Notifier
  - IM Support
- Questions

# Introduction to Semaphore

- Who am I – Tobias Fonsmark
- Since 1992 Semaphore, a danish IBM Business Partner, has delivered IT solutions and services, for small and large companies
- Our primary business is focused on designing, developing and delivering support, within IBM, web and opensource technologies
- Working with IBM Lotus technologies for 15 years
- Focus on Sametime the last 6 years
- The Danish IBM partner with most Sametime knowledge

## Our customers

Here is some of the areas that our customers cover:

- Art, Museum and cultural institutions
- Banking and Securities Services
- Danish Animal Welfare Society
- Hosting and IT services
- Turist organizations
- Pharma and medicals
- Municipalities



LOHFERT & LOHFERT



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## Case study: GEA Niro

Niro leads the GEA Group's Process Engineering Division and are represented in 50 countries

IBM Business Partner Case Study

The IBM logo is displayed in white on a black rectangular background.

**Niro gains easy access to information with IMAM and IBM Lotus Sametime**



*“IM Agent Manager from Semaphor is an ingenious solution that leverages the simplicity and flexibility of Lotus Sametime to open up a world of possibilities for our business.”*

*Pernille Herold  
Lotus Notes Administrator  
Niro A/S*

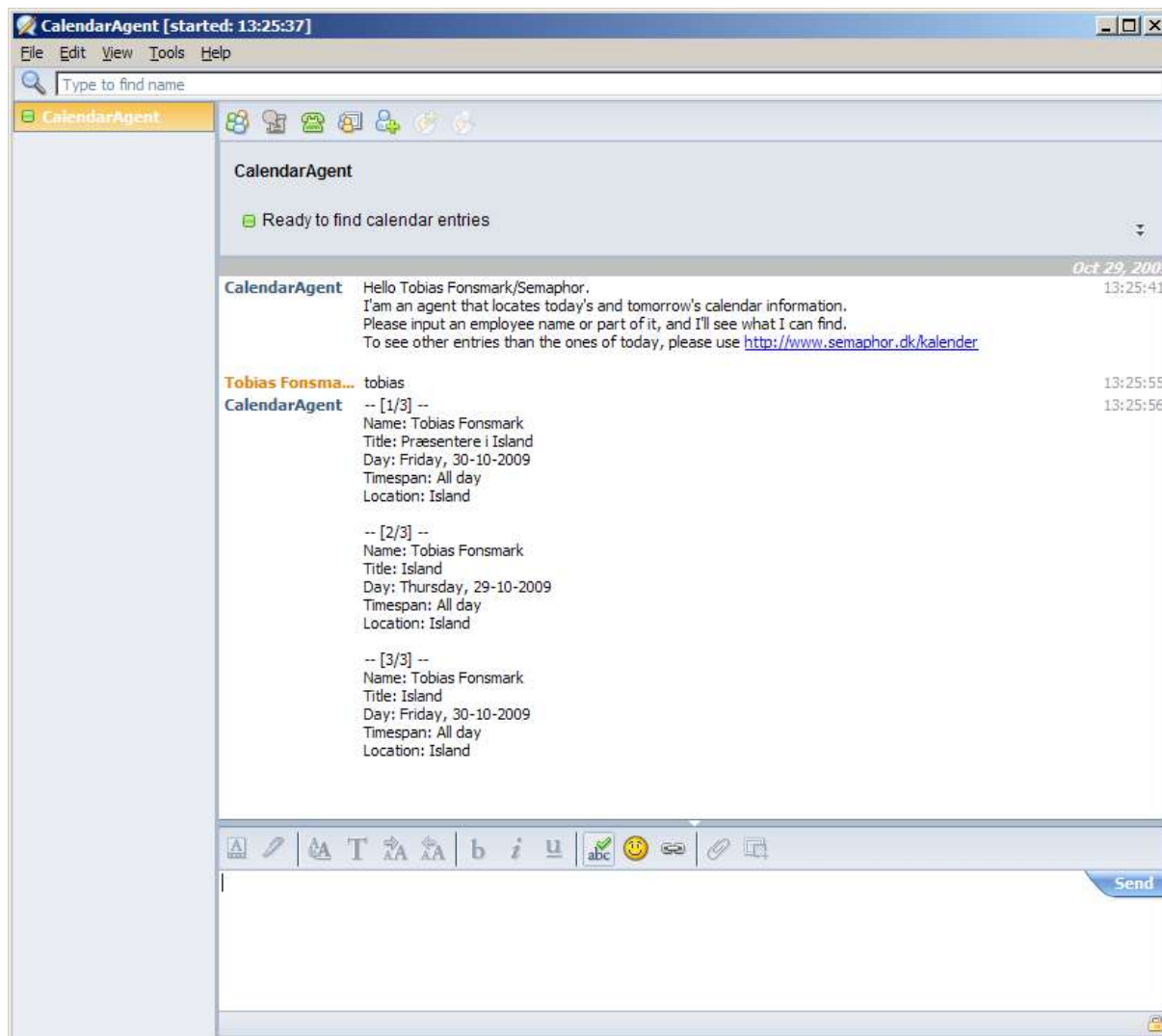
## Case study: GEA Niro

- The challenge
  - Many data sources
  - Time consuming to find information
  - Difficult to access information
- How did they solve the challenge
  - One simple chat interface to access various data sources
- Benefits
  - Easy and understandable access to data
  - Users and IT staff saves time
  - Quickly query the company's data sources
  - Significant improvement to business agility
  - Avoiding development costs
  - Support for mobile devices
  - No training needed

*“With easier access to business data, our users and IT staff save time, and the ability to deploy new IM agents rapidly makes a significant improvement to our business agility.”*

*Pernille Herold  
Lotus Notes Administrator  
Niro A/S*

# Case study: GEA Niro

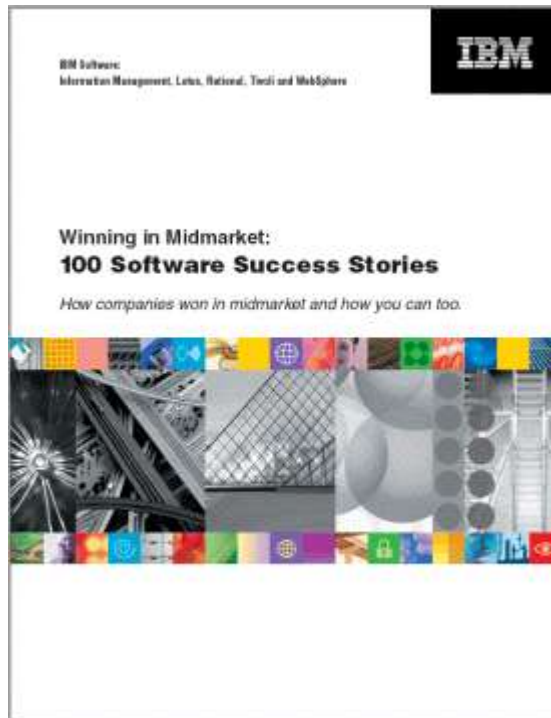


*“Creating robots in IM Agent Manager requires no programming knowledge at all. The solution provides a very simple, GUI-based process that non-technical staff can easily master – saving the cost of development and greatly increasing the speed of deployment.”*

Pernille Herold  
Lotus Notes Administrator  
Niro A/S



## Case study: GEA Niro



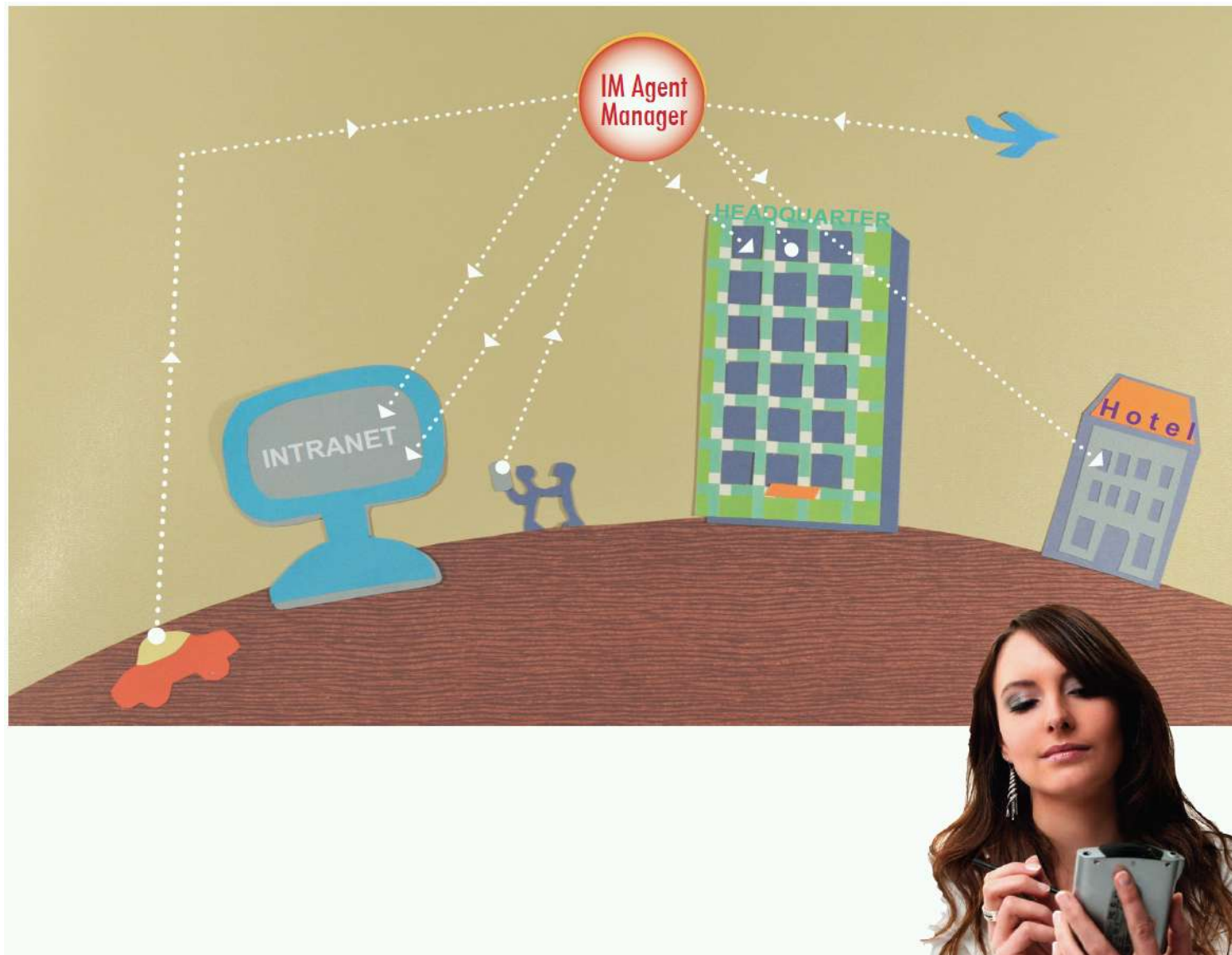
IM Agent Manager was included in the Worldwide IBM Publication

Winning in Midmarket:  
**100 Software Success Stories**

IBM US nominated IM Agent Manager for the report:

**Gartner "Cool Communications Applications 2008"**

# What is IM Agent Manager

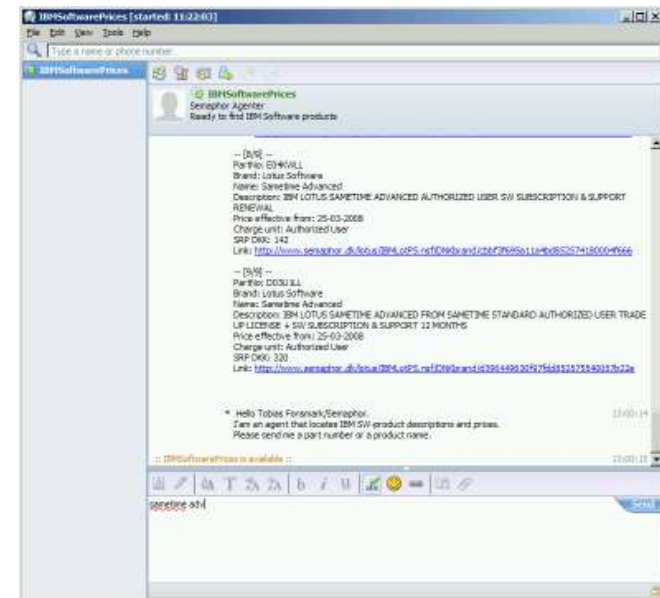


## What is IM Agent Manager

- An integration platform, that enables access to business services via instant messaging, from
  - mobile devices
  - chat clients
  - desktop- and web applications
- Integration to any data source and/or process in real-time
- How does it work
  - An IM Agent is an interactive service which takes input from chat, and returns an answer
  - Instant access to critical business data via simple chat commands anywhere anytime.
  - No programming skills needed and a new IM Agent is up and running in minutes

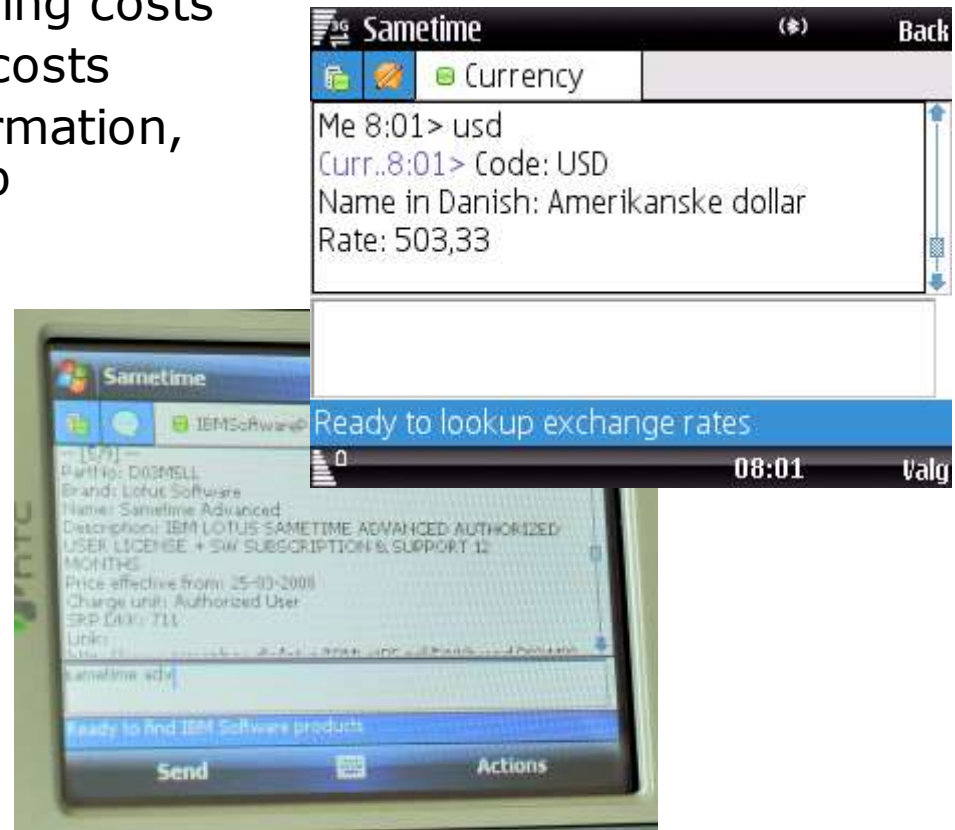
## IM Agent Manager – Examples

- Business services
  - CRM, ERP, and other core business systems
  - Financial status
  - Mashup of data from existing applications
  - Configure and restart servers/services
- Data retrieval
  - Customer information
  - Calendaring / Appointments
  - Product catalog / Stock / Order status
  - Support / FAQ / Knowledge/ News
- Create data
  - Time registration
  - Order change / complaint



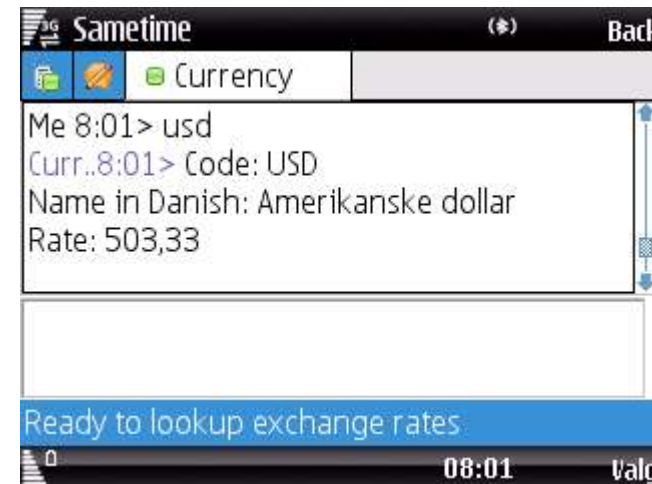
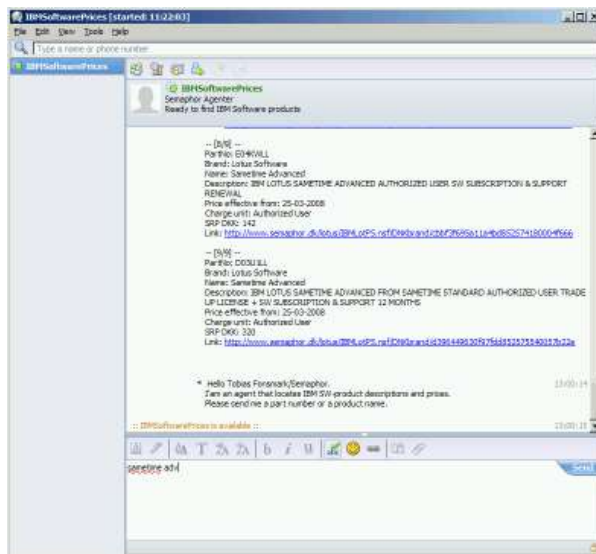
## IM Agent Manager – Benefits

- Enables employees to access data from anywhere
- Easy adjustments to changing business needs
- Dramatical time reduction for users, colleagues and IT-staff
- Minimises education and training costs
- Minimises third party license costs
- Easy search, easy to get information, easy to learn, easy to develop
- Reuse existing WebServices, servlets, Domino agents etc.
- Frees IT-department from development



# IM Agent Manager – Benefits

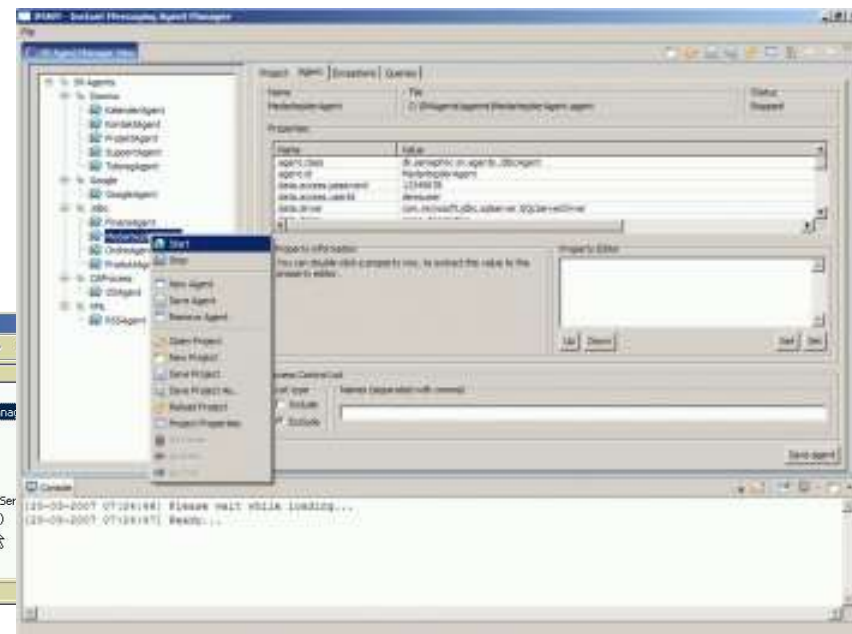
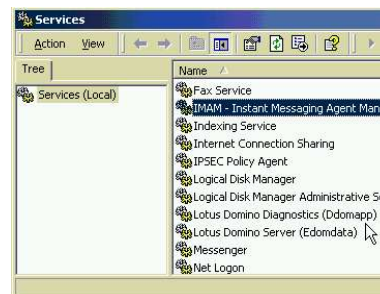
With IM Agent Manager you can respond instantly to new business needs, by easily creating IM Agents that delivers critical business services to a wide variety of clients like mobile devices, desktop- and web applications



**No programming skills needed - at all**

## IM Agent Manager – Technical info

- Gives access to ALL your data sources
  - JDBC / ODBC (DB2, Oracle, MS SQL, MySQL, Excel etc.)
  - Lotus Domino
  - XML (servlets, RSS, static XML-files etc.)
  - OS-scripts / CLI-applications
  - Google ([www.google.com](http://www.google.com) or Enterprise Search Appliance)
  - HTTP POST (application servers, Domino agents etc.)
- Each IM Agent has its own ACL
- A new IM Agent can be deployed 15 min. after you got the idea



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# IM Notifier

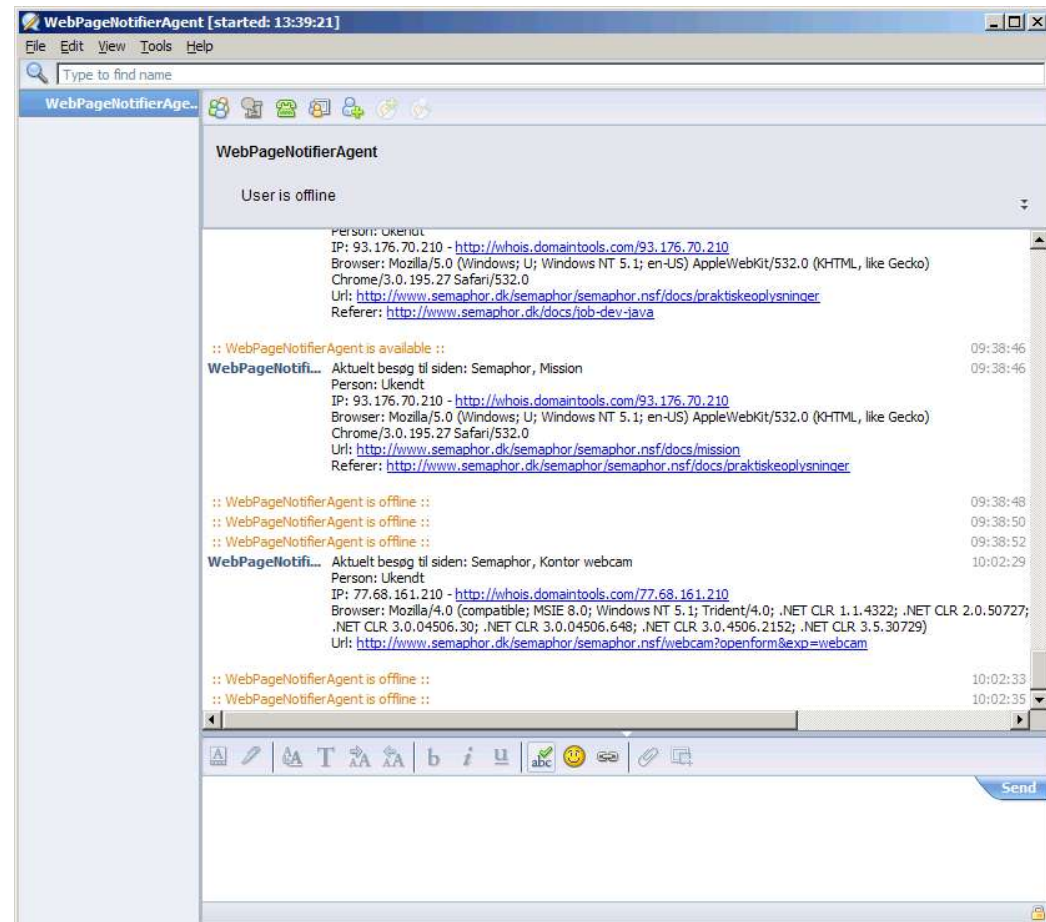
## Description

- IM Notifier informs you via Instant Messaging, when something happens in Your environment, eg. when a web user enters your website, or if a system process needs to inform you about something
- Enables you to get critical information 24/7 from almost anywhere on the planet via Instant messaging
- You can enable Your own applications to notify Your users
- Can be integrated via OS-script, Domino agent, Servlet or Webservice

# IM Notifier

## Benefits

- Easy way to send instant messages to Your users
- Faster than notices via email

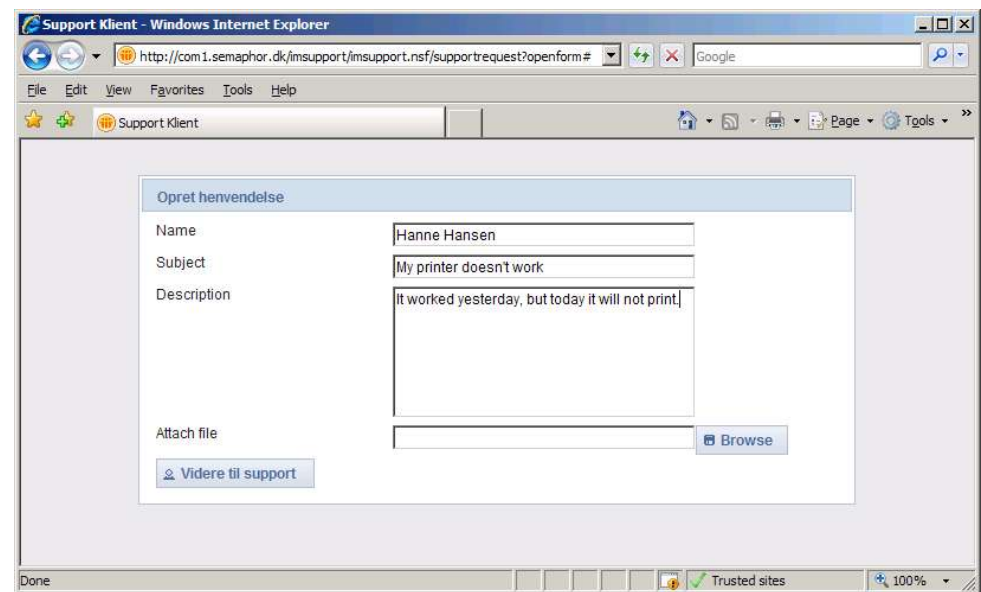


# IM Support

## Description

Web / chat support solution

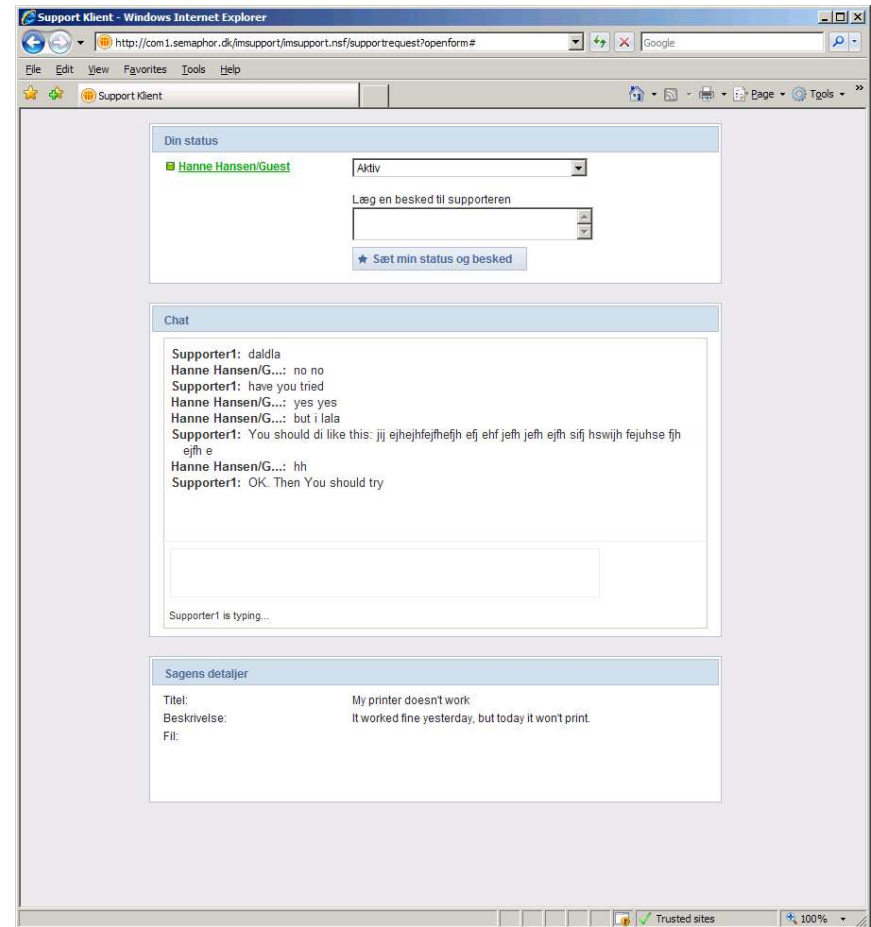
- IT-support to users
- Product support to customers
- Collects knowledge from support cases to statistics and FAQ
- No client installation needed
- Each supporter can handle several cases simultaneously
- Allows supporters to continue in Meeting center using screen sharing and audio



# IM Support

## Benefits

- Easy to handle several cases simultaneously
- Better usage of supporter resources
- Can adapt to Your company's look and feel
- Can integrate to existing support / FAQ solution



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## Questions

Thank You for Your attention!

# Questions?

Download the presentation at: [www.semaphor.dk/nyherji2009](http://www.semaphor.dk/nyherji2009)

See more info at: [www.im-agentmanager.com](http://www.im-agentmanager.com)